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GAIT 2010 Update: SMO Staffing; State Portal

GTA Transformation

GTA is continuing to build its Service Management Organization, which will oversee the providers of technology services to state agencies. The core of the SMO will be in place in July.

The SMO will be made up of five divisions with a total of about 80 employees. The five divisions are:

- Vendor Management – accountable for vendor performance and service level management

- Products and Services – accountable for managing and rationalizing the services portfolio with the needs of GTA, our customers and the partners serving them

- Service Delivery – accountable for ensuring service levels for outsourced services are maintained and continually improved and problems with the day-to-day delivery of services are minimized

- Retained Services – accountable for managing services retained by GTA

- Administrative Services – accountable for financial and contractual management of the SMO

The majority of positions will be open for recruitment. GTA is looking for candidates from inside and outside state government, but applicants with state experience will receive preference in hiring. Job announcements will be posted on GTA's website and SPA's online Job Site beginning in early July. Resumes will be reviewed during July, and job interviews will begin in August.

A small number of positions will be appointed. All candidates, including those for appointed positions, will be required to submit resumes, and everyone meeting minimum qualifications will be considered.

State Portal

The state portal plays an important role in improving Georgians' access to government services. We are taking steps to advance the portal and the services it offers.

We recently completed extensive research to learn how other states manage their portals and how vendors can provide needed resources. In addition, TPI conducted an assessment of portal operations.

By having a vendor develop e-government services—as more than half the states in the nation do—the state would be better able to improve existing online services, launch new services more quickly and easily, and measure effectiveness. Because vendors have portfolios of services they have developed, we would not have to start from scratch with each new service.

GTA issued a Request for Qualified Contractors (RFQC) on May 19 and received responses from nine vendors. In July, the RFP will be issued to the three qualifying vendors: BearingPoint, Deloitte Consulting, and NICUSA, Inc. Proposals will be due in August. After evaluation and negotiation, we expect to sign a contract in November.